

03/25/09 DQ CC

PARTICIPANTS

GROUP A: 9:15am

BEAVERS, PAUL (CVH)
BRADWAY, JASON (CONN. COUNSELING CENTERS)
CUTILLO, SUSAN (HOSPITAL OF ST. RAPHAEL)
DAVINO, ANNE (CATHOLIC CHARITIES – WATERBURY)
EBLEN, TERRI (BRIDGES)
FULARA, DOREEN (CMHC)
GILBERT, BILL (CPAS)
GOMEZ, LAURENE (CVH)
GRACIA, WALDEMAR (CATHOLIC CHARITIES – HARTFORD)
GRAF, LAURA (RELiance HOUSE)
LAFLEUR, BOB (CT RENAISSANCE)
LARENSEN, PAT (CMHA)
LASKARZEWSKI, MARY ELLEN (CHRYSLIS)
LETENDRE, NADINE (CMHA)
MCCLANAHAN, PATTI (UNITED SERVICES)
MCLEOD, WENDY (COLUMBUS HOUSE)
MCNARRY, STEVE (DANBURY HOSPITAL)
NAUGHTON, BILL (CVH)
PATRICK, NANCY (HARBOR HEALTH SERVICES)
PETRILLO, STACEY (FELLOWSHIP, INC.)
SHEA, JOE (DANBURY HOSPITAL)
TARNOSKI, ALEXANDRA (ALSO)
THIEL, JOETTA (CVH)
TORRES, NORMA (CW RESOURCES)
TRAVIS, KATE (ABD)
TURNOUR, ERICA (CENTRAL NAUGATUCK VALLEY HELP)
WILLIAMS, ALVINO (CPAS)
WILLIAMS, VALERIE

GROUP B: 10:15am

ALLEN, LYNN (NEW DIRECTIONS)
BUELL, MARGARET (MORRIS FOUNDATION)
CRANDALL, GEOFF (KUHN EMPLOYMENT)
DEIRISH, DEBORAH (REGIONAL NETWORK OF PROGRAMS)
DOREY, SYLVIA (REGIONAL NETWORK OF PROGRAMS)
GLEISSNER, DONNA (INTERLUDE)
GUEUTAL, ANN (INTER-COMMUNITY)
JOHNSON, JACKIE (SOUND)
LAZARIEL, BETTY (WCMHN)
REGALADO, FERNANDA (GUARDIAN)
REYNOLDS, MIKE (SOUND COMMUNITY)
TRACY, DAVID (SOUND)
WILK MIKE (EASTER SEALS – GREATER HARTFORD)

MEETING MINUTES

EQMI Attendees

Gilean Bartas, Maria Cabrera, Karin Haberlin, Mike Hettinger, Jeff Johnson, Mark McAndrew, Kristen Miller, JoAnn Novajovsky, Karen Oliver-Jallow, Jim Siemianowski

Welcome, Review of Agenda & Call for Additional Agenda Items (J. Siemianowski)

- No new agenda items received.

Report Cards (J. Siemianowski)

- Jim shared that a Legislative Committee evaluated DMHAS and as a result, along with Senior Management, strongly requested that EQMI develop a protocol and produce report cards to evaluate provider performance. The report card protocol will be posted on the web once it has been created.
- We are currently reviewing contracts and performance measures, looking at commonalities across measures.
- This process is expected to strengthen our ability to conduct better evaluations, to strengthen data quality feedback, and will allow for provider comparisons on performance. This process further encourages and increases the need for us to obtain data from providers.
- At this point, report cards should be issued around November, 2009.
- Report cards will be organized to include PNP's and State-Ops for both SA & MH. How frequently we issue report cards will be determined by sample size & results.
- As we get further into this process, we will hold a large provider meeting in order to obtain feedback and to share more detailed information.

Outcome Data and How We Measure (J. Siemianowski)

- DMHAS submits reports regularly to the Feds on NOMS (National Outcome Measures). Specifically, EQMI incorporates NOMS into what we collect from providers and report.
- NOMS were developed by SAMHSA.
- DMHAS' reporting include DMHAS measures under both MH & SA and are recovery-oriented.
- The Missing Values Report generated by EQMI, as you are already aware, identifies data quality problems; this makes it difficult to evaluate for report cards. Therefore, report cards will contain results from NOMS, Consumer Satisfaction Survey, Utilization and Treatment Completion. More detailed information will be forthcoming in the months ahead.

Data Quality Review Update (M. McAndrew)

- Jim announced that Mark is now the point person for data quality issues from this point forward. He thanked Karin for all her hard work with developing the data quality process and for her continued guidance and support to both EQMI staff and providers.
- Mark can be reached at Tel. (860) 418-6843 or email: Mark.McAndrew@po.state.ct.us (Mark's preferred method of correspondence).
- Mark stated that data quality is the foundation to our system.
- He and Mike Hettinger have recently developed a series of monthly audit/trend reports that look at, for example: SATIS, TCM, Admissions, Discharges, Clients with No Services, etc.
- Eventually providers will receive a receipt for data/information received by EQMI. This will allow us to evaluate each agency fairly on their report cards, based on what they submit.
- A re-organization of the EQMI Unit is in the works with specific individuals being assigned to specific agencies (broken down by region). More information about this process will be shared with you in the upcoming weeks ahead.

- Currently there are 180 agencies, consisting of State Ops & Private Non-Profit Providers (PNPs). About 60 of these agencies submit their data via file (“interface”) which reaches us electronically. Many agencies use third-party contractors to help develop and maintain these files.
- EQMI, through the data quality process under Mark’s leadership, plans to continue to support the LMHA process.
- Agencies have been prioritized by degree of data submission difficulties and will be addressed accordingly.
- Trainings are also on the radar, with May possibly being the earliest one to take place. Further information to follow.

Meeting Format Change (J. Siemianowski)

- Each of the monthly audit/trend reports mentioned above will be featured as a “Topic of the Month” on the agenda for this meeting forum, in order to address each of the areas with a more detailed focus. Individual reports will be sent to providers in advance of the meeting so that we can walk through the reports together to assure a better understanding of the reports and process for all involved as well as to make these meeting more meaningful and productive. Open discussion and feedback are encouraged. Further discussions on this change will be forthcoming.
- To further clarify, once established, there will be a different “Topic of the Month” as a standing agenda item at each of the Bi-Weekly data quality meetings with an opportunity for discussion and feedback.

Consumer Survey Check In (K. Haberlin)

- Karin reminded callers that the Consumer Survey response date is fast-approaching: June 30, 2009.
- Contact Karin ASAP with any questions relating to access, calculations, or any other issues of concern. Best to call sooner than later, to avoid any unnecessary last minute stress surrounding survey submission! (860-418-6842)

Other (J. Siemianowski)

- D. Tracy (Sound) had a question regarding the DPAS upgrade.
- Jim shared that within the next two weeks providers can expect an email from him with information requesting comments and feedback the requirements and elements related to the upgrade.
- ISD is working on finalizing the process and at this time the core requirements are already finalized.
- Notification will be sent to providers about a meeting that will address the new data system.

NEXT CALLS: **Wednesday, May 27, 2009 at 9:15 and 10:15am**

Please contact JoAnn Novajovsky for call info:
JoAnn.Novajovsky@po.state.ct.us or (860) 418-6912